MILITARY MEDICAL SUPPORT OFFICE GREAT LAKES ILLINOIS

BUREAU OF MEDICINE AND SURGERY

11 February 2003

Mission

- **To directly support the provision of health care for service members enrolled in the TRICARE Prime Remote (TPR) Program and other eligible personnel through:**
  - **Medical and fitness for duty oversight and coordination**
  - **Dental Care pre-authorizations and claim processing**
- **To administer the Navy and Marine Corps Mortuary Affairs Program**

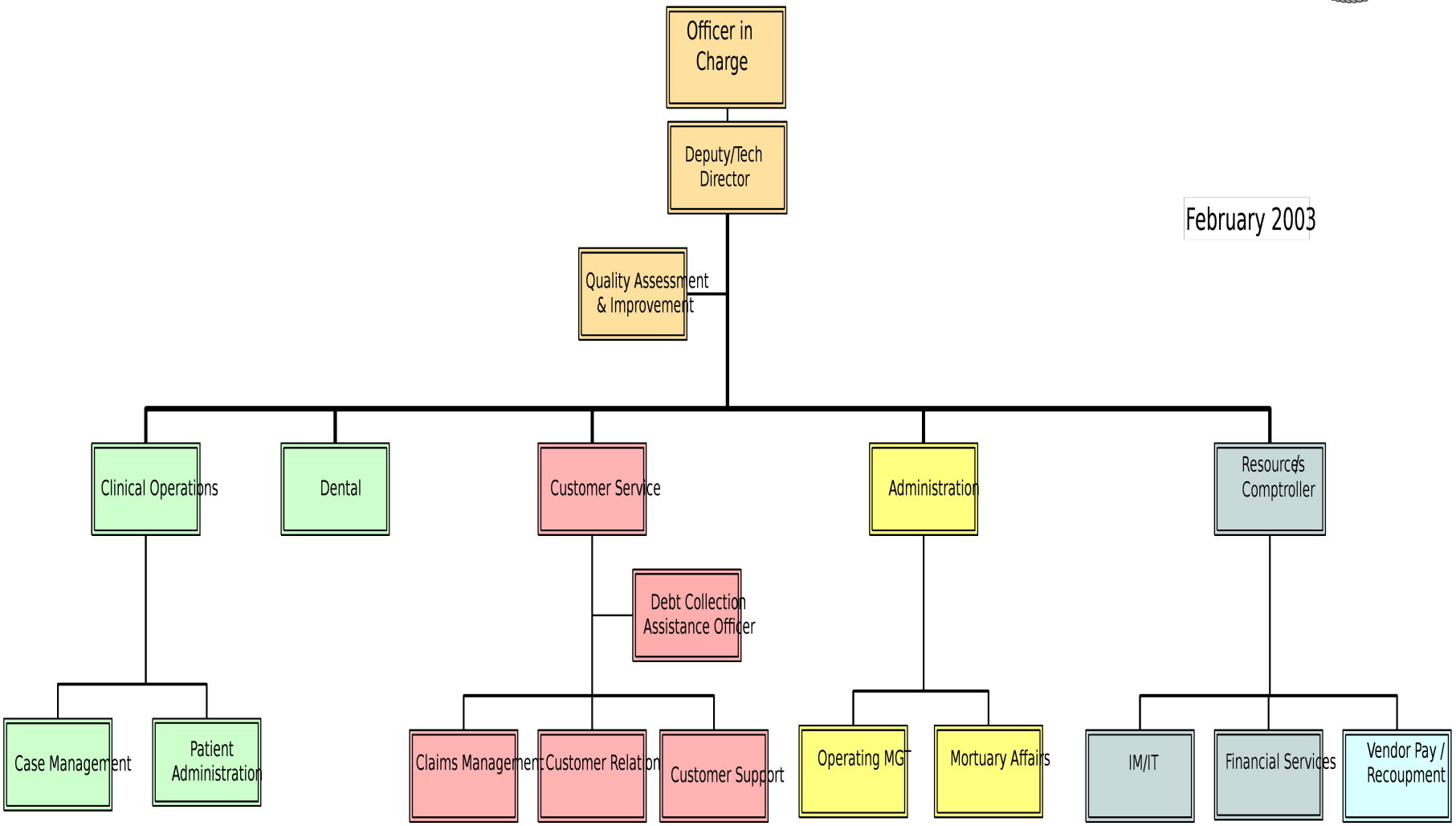
Core Functions Assigned by the 1998 MOU signed by the three Surgeons General

- **Appropriateness of care**
- **Authorizations for non-MTF/DTF referred and non-emergent specialty care**
- **Final approval authority for payment**
- **Case management and claims processing for dental care**
- **Track GSU Dental Readiness**
- **Ensure licensure of dentists**

Current Functions

- **Centralized Service Point of Contact (SPOC) for active duty referrals not managed by CONUS MTFs**
- **Fitness for duty evaluations, medical boards, and disability processing**
- **Non-MTF referred civilian hospital admissions, patient movement, medical management, referred health care for Reserve Component**
- **Oversight of TPR Dental Program for active duty, and management of the DTF-Referred Care Program**
- **Customer Service support**
- **Mortuary Affairs Program**

MMSO Organizational Chart



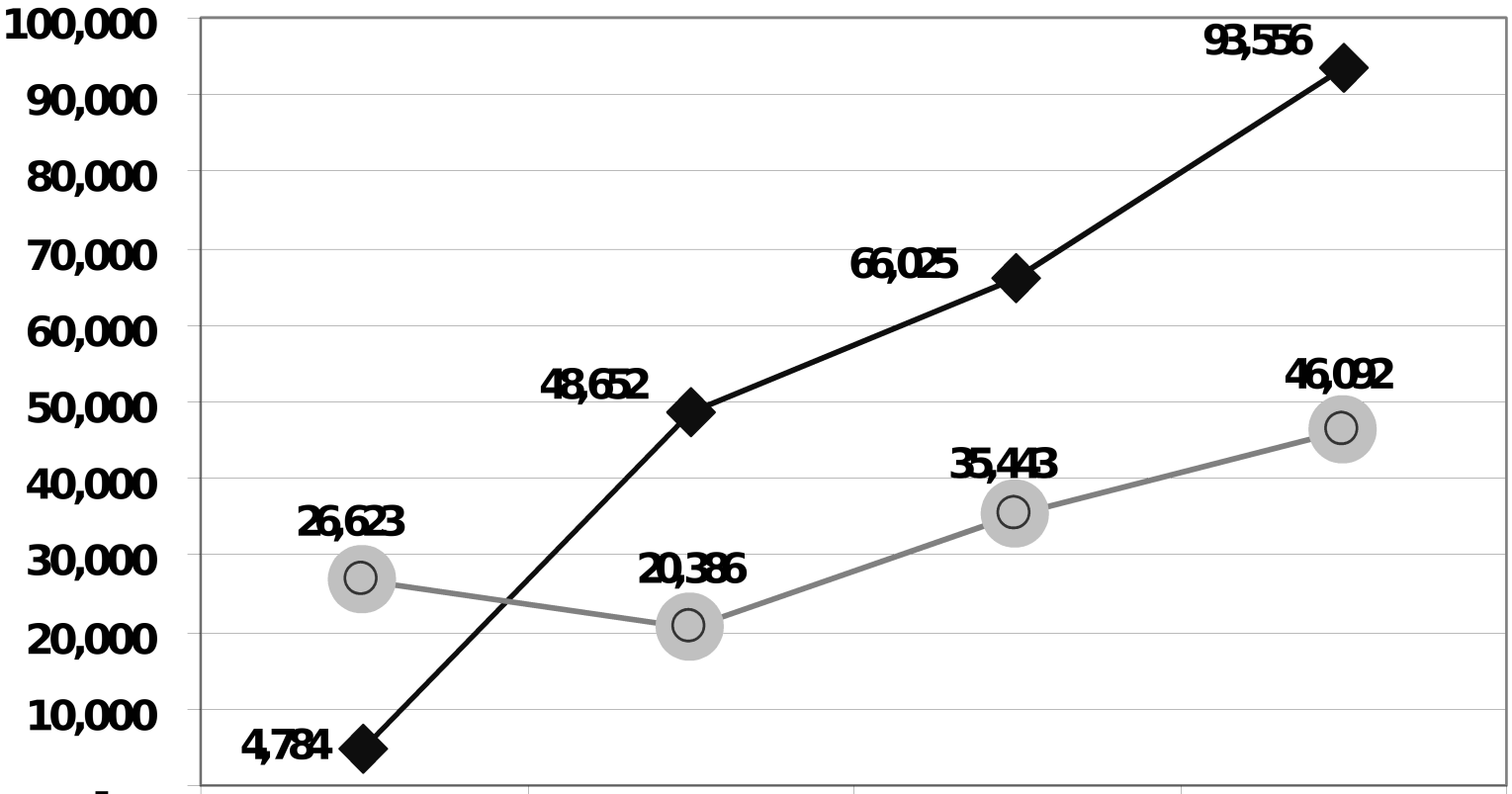
February 2003

MMSO Staffing

11 February 2003

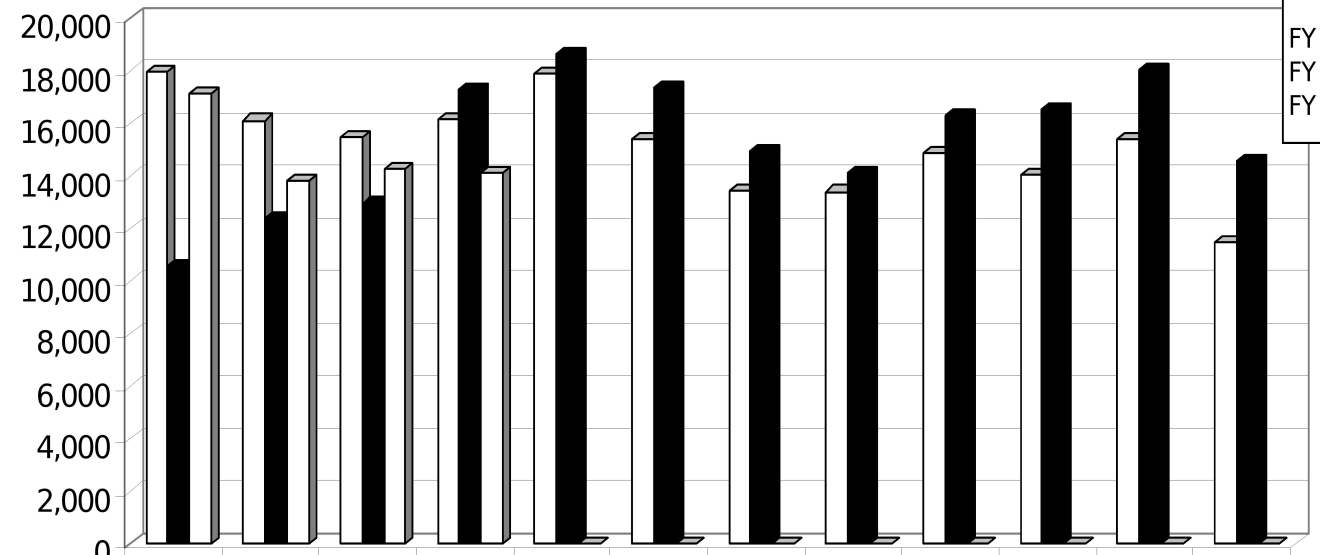
SERVICE	OFFICERS	ENLISTED	CIVILIANS	Totals
Navy	6	10	77 (includes 4 term, 5 contract employees)	93
Army	0	1	1	2
Army Reserve	0	1	0	1
Army National Guard	1	0	0	1
Air Force	2	2	0	4
Coast Guard	1	0	0	1

CASE MANAGEMENT MEDICAL CARE
PRE-AUTHORIZATIONS & TRICARE INQUIRIES



	FY 2000	FY 2001	FY 2002	FY 2003 (projected)
P.A.s MEDICAL	4,784	48,652	66,025	93,556
Tricare Inquiries	26,623	20,386	35,443	46,092

MILITARY MEDICAL SUPPORT OFFICE
SPOC CLAIM REVIEW TOTALS BY MONTH FOR ALL SERVICES



TOTALS:

FY 2001 181,525
FY 2002 183,494
FY 2003 59,265

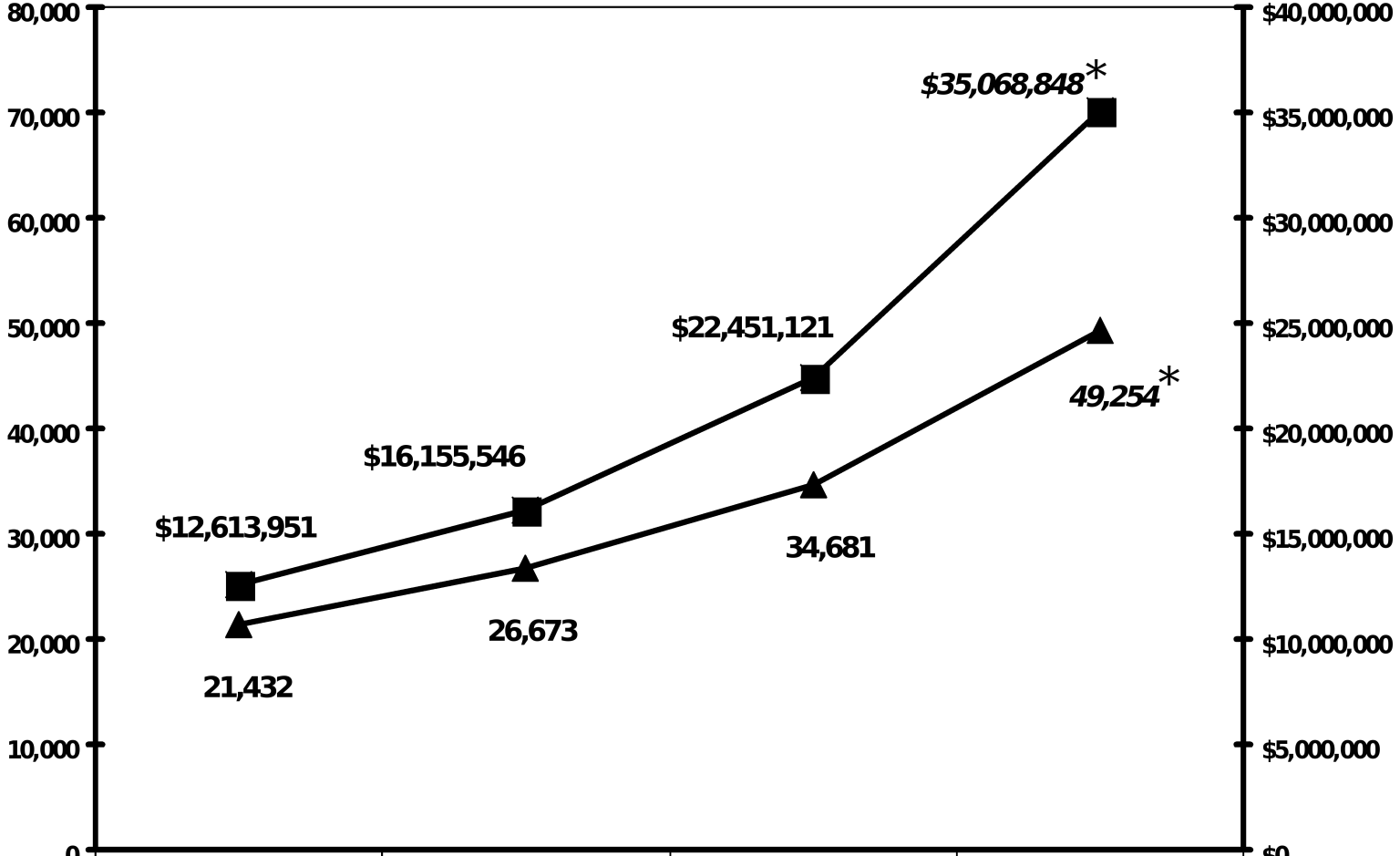
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
FY 2001	17,932	16,103	15,449	16,159	17,890	15,411	13,461	13,391	14,846	14,048	15,386	11,449
FY 2002	10,536	12,407	12,939	17,282	18,649	17,322	14,931	14,086	16,294	16,502	18,006	14,540
FY 2003	17,134	13,803	14,241	14,087	0	0	0	0	0	0	0	0

Patient Administration Division

Remote Dental Program (RDP) DTF Referred

- **Tri-Service RDP for civilian and VA dental care**
  - **1,150 average cases per month reviewed and processed for *appropriate* and *needed* care**
  - **$1,249,256 average authorized care per month**
  - ***$ 714,432* average denied care per month**
  - **178% increase in RDP pre-authorizations from FY 00 to FY 02**
- **DTF Referred Care**
  - **1,161 referrals average processed per month**
  - **$1,387,458 average per month (estimated from actual referrals)**
  - **454% increase in DTF referrals from FY 01 to FY 02**

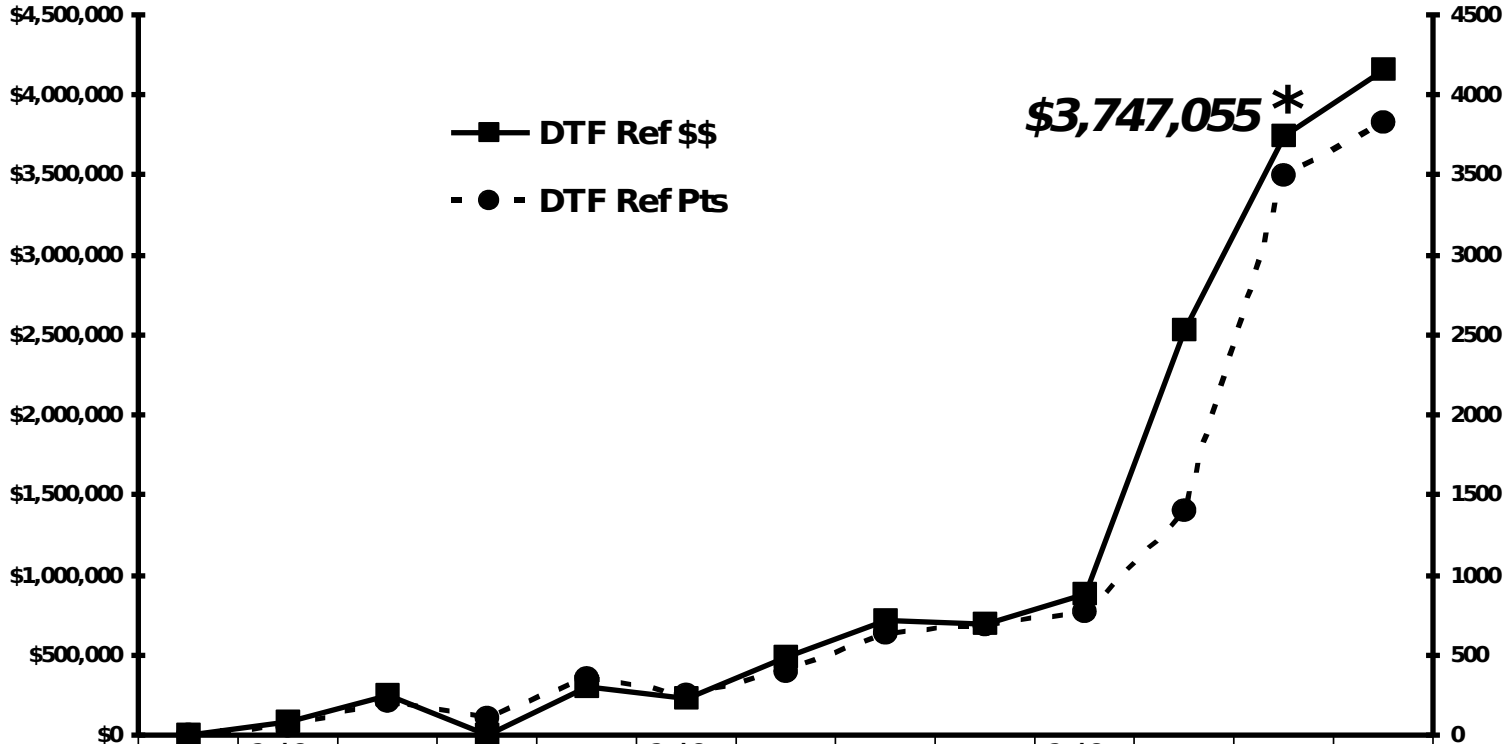
TPR ADSMs using Tri-Service Remote Dental Program at least once per year



	FY 00	FY 01	FY 02	FY 03
# patients	21,432	26,673	34,681	49,254*
TPR $$	$12,613,951	$16,155,546	$22,451,121	$35,068,848*

*** FY03 projected data is based on multiplying the 1st qtr FY03 number of patients times 4 and using the average annual increase in per patient cost from FY00 to FY02.**

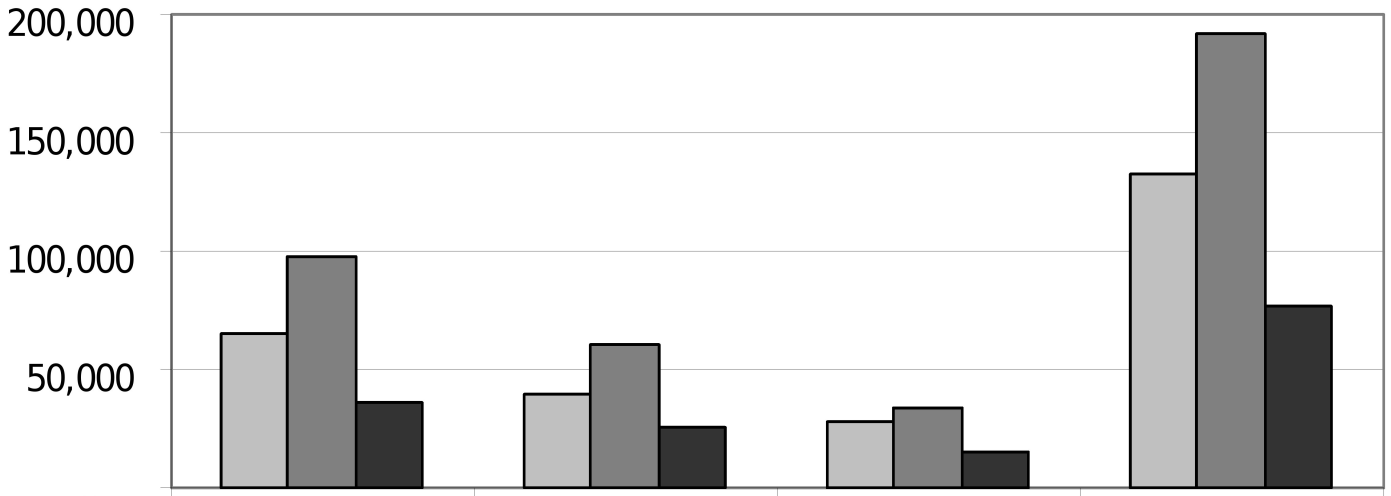
DTF Referral Growth FY00-FY03 from Pre-authorization Requests



	1st Qtr 00	2nd Qtr 00	3rd Qtr 00	4th Qtr 00	1st Qtr 01	2nd Qtr 01	3rd Qtr 01	4th Qtr 01	1st Qtr 02	2nd Qtr 02	3rd Qtr 02	4th Qtr 02	1st Qtr 03
DTF Ref $$	$0	$79,600	$249,775	$0	$302,918	$225,586	$486,225	$713,019	$695,840	$877,179	$2,527,573	$3,747,055	$4,153,813
DTF Ref Pts	0	55	209	105	348	245	389	637	686	771	1400	3499	3829

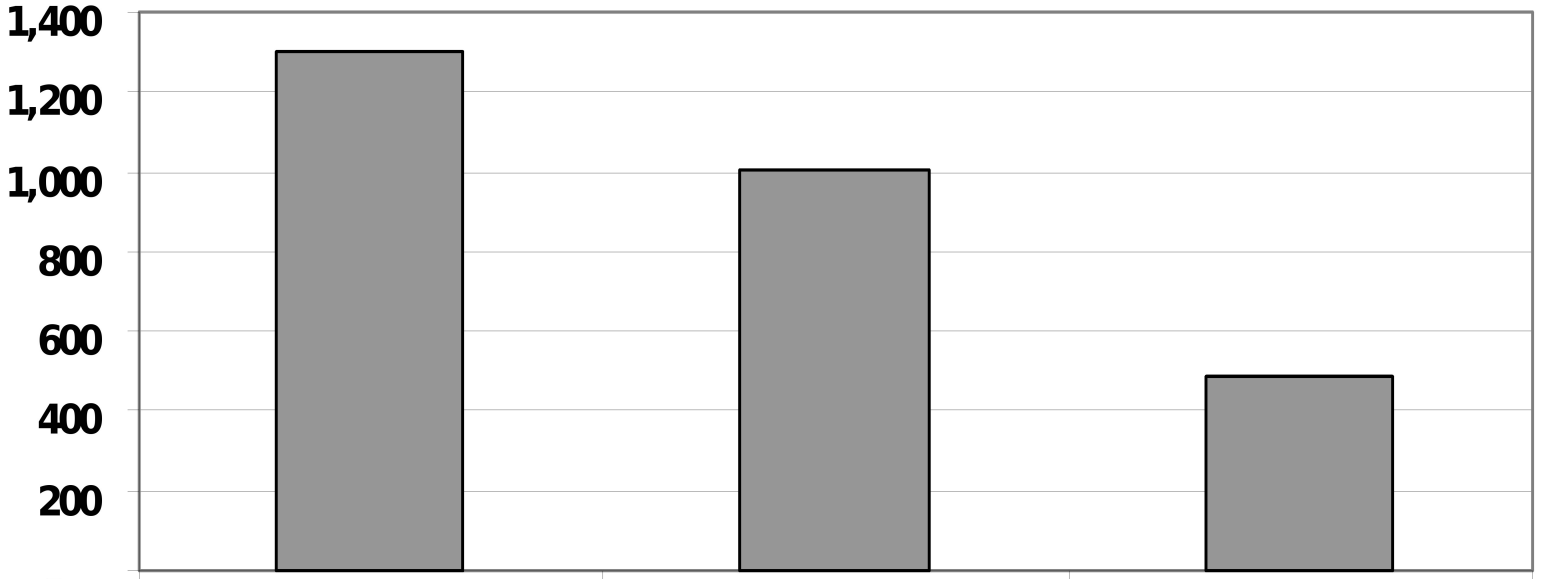
***DTF Referral Breakdown 4th Qtr 02: USAF 77%, USA 18%, USN/USMC 5%**

CUSTOMER SERVICE DEPARTMENT CLAIMS PROCESSED
COMPARISON FY 2001 - FY 2003



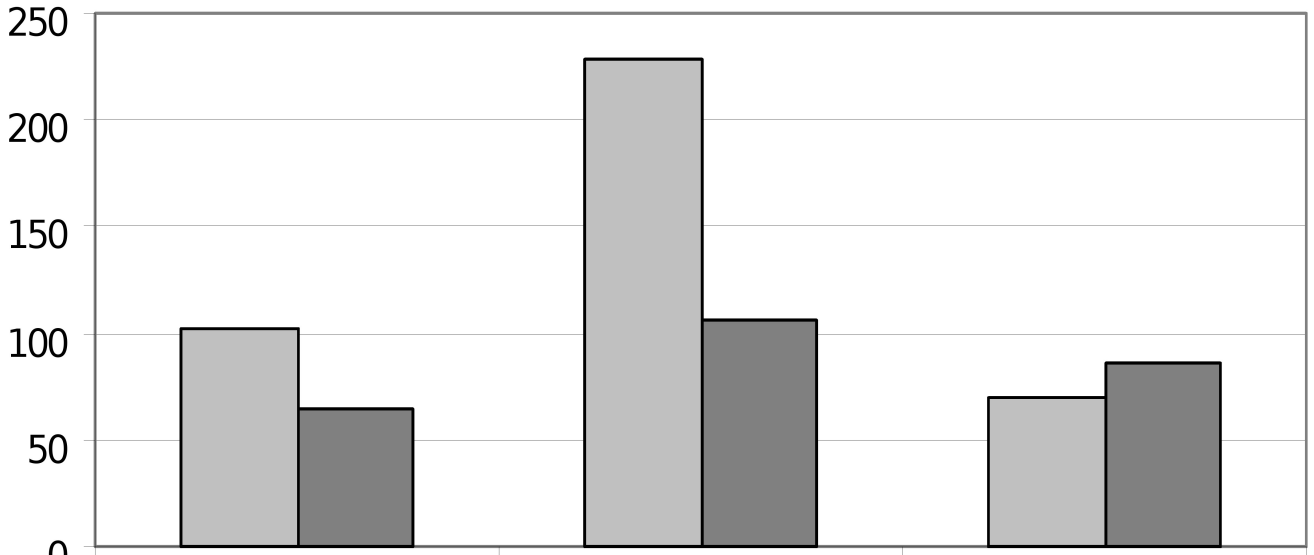
	APPROVED	DENIED	Transferred to TRICARE	Total Claims Processed
FY 2001	65,009	39,797	27,350	132,156
FY 2002	97,623	60,305	33,855	191,783
FY 2003 (through Jan 03)	36,505	25,693	14,992	77,190

DEBT COLLECTION ASSISTANCE OFFICER (DCAO)
TOTAL NUMBER OF COUNSELLED INQUIRIES by QUARTER
(Telephone, Mail, Fax)



	4th Quarter 02	1st Quarter 03	2nd Quarter 03* (Jan 03 only)
Total Inquiries	1,304	1,005	485

Debt Collection Assistance Officer (DCAO)
NUMBER OF CASES BY QUARTER



	4th Quarter 02 (Aug & Sep 02 only)	1st Quarter 03	2nd Quarter 03* (Jan 03 only)
Active Cases in Progress	102	229	70
Resolved/Closed Cases	65	106	86

On the Horizon

- **Recommend MMSO participation to the following Working Integrated Project Teams (WIPT): Center of Excellence, Dental Health Standards, Broad Spectrum Case Management, and future WIPTs that involve TPR/ RC/National VA policy programs**

- **Modification of 24/7 Customer Service phone coverage**

- **Case Management and claims related to the VA/DOD National MOU for TBI/SCI/Blind Rehabilitation**

- **Current deficits: facilities and manpower**

- **Funding/commitment for information system program improvements**